From: Crystal James

To: "Christina Veltkamp"; "Evans, Nikki"; Decker, Susan; Obe Everett; "Strickland, Matt J."; "Leslie Miller"; Ajit Apte; Alan Marshall; Allen Austin; Amanda Bayley; Ambuj Srivastav; Amy Schintz; Hodges, Angela; Annette Lovitt; Armando Bolivar; August Lindner; Barbara Oleck; Becki Cadis; Becky Pope; Bevan Grice; Billy Von Bautista; Blanca Barajas; Brenna Martin; Brij Majano; Cathy Wylie; Chantal Nault; Charlene Ussery; Charles Lei; Greenwood, Chasity L.; Christina Waite; Christine Martinez; Dailey, Chris B. - Customer Experience Applications Program Mgr; Cindy Nelson; Clayton Mauldin; Courtney Basile; Rojas, Cynthia E.; Damien Beresfeord; Darci Miller; Darrin Duhon; Dave Manville; Dave Vogel; Dave Yeselavage; David Garcia; David Rice; David Wiedmeier; Dawn Frye; Deb Braun; Debra Walz-Burkett ; Denise Hutchinson; Diala Batshoun; Donald Case; Donald Crow; Donald Dyson; Elaine Stupi; Elena Montalvo; Elizabeth O"Conner; Evelyn Page; Flora Chang; Gabby Mendoza; Gary Jensen; Gayle Shimizu; Gina Calabro; Glenn Amy; Greg Lyon; Hal Hagen; Harold Concepcion; Heather Hallett; Heather Warren; Hedi Ago; Hillary Bargagliotti; Hung Nguyen; Jean Chamberlain; Jeanne Atkinson; Jeff Mayne; Jeffrey Lo; Jennifer Turner; Jeremy Marquette; Jerrica Simms; Garcia, Jesus J. - Director, Business Analysis; Jim Weeg; Johanna Raycraft; John J Andreasik; John Little; John Sims; Josephine A. Sassano; Josephine Barrios; Joyce Miceli; Judith Miller; Julie O"Neal; Julie Stewart; Julien Bellorgey (julien.bellorgey@suez-na.com); Kathleen Pankoe; Kellie Reem; Kent Halder; Kevin Boutchard; Champion, Kevin; Khawer Rauf; Kris Peterson; Kristen Faulkner; Kurt Rowley; Leslie Benfield ; Linda D Beddows; Lisa Burnett; Lisa Chiasson; Lisa Holliday; Lisa Kappenman; Lisa Martinez; Lois Stark; Manoj Pandit ; Marge Vizcarra; Marianne Walker; Maribel Nieves ; Martha Hobson; Mary Corby; Matt Larson; Melani Chacon; Melissa Josey-White; Michael Moss; Michael Troia; Michelle Asaro; Michelle Gilchrist; Molly Cormaney; Morlon D Bell-Izzard; Norma Palomera; Oran Weaver; Osvaldo Hernandez; Paul Mason; Paul Roller; Peggy Ellison; Penny Karagianakos; Peter Manalil; Rajani Kondury; Rajesh Prasad; Raminder Singh ; Randy Barbee; Randy Miller; Randy Vance; Ray Anderson; Raymond Kelly; Regina DeGuzman; Richard A. Reese; Robert Jones; Robin Nichols; Robin Souder; Roger Brown; Ron Fennell; Ryan Darlow; Ryan Pham; Sally Barakat; Sami Balestri; Sandra Maganas; Scott Reed; Sickler, Richard L; Stacy Smith; Stella Udumula; Steve Rubin; Steven M Johnson; Steven Ober; Sue Twardy; Suzanne B. Hamilton; Sylvia Welch; Tammy Byrd; Tarja Nummela; Tashonda Betts; Teri Kaczmarek; Teri Sovak; Terry Vicuna (terry.vicuna@epelectric.com); Tina Bekeros; Tom Glaser; Tony Kus; Tony Mossbarger; Tony Neal; Tonya Morin; Tonya Taylor; Tricia Zacharisen; Tremble, Troy A. - Manager, Customer Relationship Systems; Vijay Suravarapu; Warwick Tichbon; Wendy Greess; William Schmidt; Yelena Figueroa

Cc: Karambir Yadav

Subject: RE: CCB Budget Billing Inquiry

Date: Friday, March 02, 2018 1:35:48 PM

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1. Services you offer that are eligible for Budget Billing?
    a. Residential Electric
2. Percentage of customers currently on Budget Billing?
    a. About 10% of the Residential Premises are on Budget
3. Do you require the customer to agree to some type of Terms and Conditions in order to enroll?
    a. No. CSR go over the specifics of the program but nothing like customer has to commit to electronic payment or anything
4. What type and when are communications sent to the customer (letters etc)?
    a. When Budget is started, a customer contact is added so that a Budget letter is generated which has the basics of the program
    b. If Account goes into Collection Process, system will drop the Budget during that process and generate a 'you have been dropped' letter
5. Do you require customers who participate in Budget Billing to also be on Auto Pay and/or Ebill?
    a. Not required, but we do encourage
6. Any lessons learned along the way?
    a. Review process is always a bit painful as we have never managed to make a business process change to allow the system to handle review/changes so we do it manually. Not that the system isn't capable.

From: Christina Veltkamp [mailto:Christina.Veltkamp@enstarnaturalgas.com]
Sent: Thursday, February 08, 2018 4:50 PM
To: 'Evans, Nikki' <Nikki.Evans@raleighnc.gov>; Decker, Susan <Susan.Decker@raleighnc.gov>; Obe Everett <oeverett@lwcky.com>; Crystal James <Cjames@gcpud.org>; 'Strickland, Matt J.' <strimj@jea.com>; 'Leslie Miller' <leslie.miller@lvvwd.com>; Ajit Apte <Ajit.Apte@constellation.com>; Alan Marshall <amarshall@sfwater.org>; Allen Austin <aaustin@ouc.com>; Amanda Bayley <amanda.bayley@blpc.com>; Ambuj Srivastav <asrivastav@torontoHydro.com>; Amy Schintz <aschintz@mnpower.com>; Hodges, Angela <Angela.Hodges@raleighnc.gov>; Annette Lovitt <Alovitt@gcpud.org>; Armando Bolivar <Armando.Bolivar@ladwp.com>; August Lindner <August.Lindner@Oracle.com>; Barbara Oleck <barbara_oleck@tempe.gov>; Becki Cadis <bcadis@csu.org>; Becky Pope <Popers@guc.com>; Bevan Grice <bevan.grice@faypwc.com>; Billy Von Bautista <billyvon.bautista@gswater.com>; Blanca Barajas <blanca.barajas@lvvwd.com>; Brenna Martin <brenna.martin@powerstream.ca>; Brij Majano <brij@constellation.com>; Cathy Wylie <cathy.wylie@atco.com>; Chantal Nault <ChantalNault@HydroOttawa.com>; Charlene Ussery <charlene.ussery@longbeach.gov>; Charles Lei <CLei@cityofsacramento.org>; Greenwood, Chasity L. <greecl@jea.com>; Christina Waite <chris.waite@auroraenergy.com.au>; Christine Martinez <christine.martinez@denverwater.org>; Dailey, Chris B. - Customer Experience Applications Program Mgr <DailCB@jea.com>; Cindy Nelson <clnelson@aglresources.com>; Clayton Mauldin <clayton.mauldin@santeecooper.com>; Courtney Basile <Basilecd@guc.com>; Rojas, Cynthia E. <rojace@jea.com>; Damien Beresfeord <damien.beresford@oracle.com>; Darci Miller <darci.miller@cfunet.net>; Darrin Duhon <dduhon@lus.org>; Dave Manville <Dmanvil@gcpud.org>; Dave Vogel <dvogel@lwcky.com>; Dave Yeselavage <DYeselavage@tep.com>; David Garcia <david_garcia@sjwater.com>; David Rice <Jmoore@ouc.com>; David Wiedmeier <david.wiedmeier@mdu.com>; Dawn Frye <dfrye@ouc.com>; Deb Braun <deb.braun@mdu.com>; Debra Walz-Burkett <dwalz-burkett@abcwua.org>; Denise Hutchinson <denise.hutchinson@aps.com>; Diala Batshoun <dbatshoun@sfwater.org>; Donald Case <Donald.Case@aps.com>; Donald Crow <donny.crow@oracle.com>; Donald Dyson <DDYSON@sjindustries.com>; Elaine Stupi <ess4@pge.com>; Elena Montalvo <EMONTA@miamidade.gov>; Elizabeth O'Conner <elizabeth.oconnor@constellation.com>; Evelyn Page <epage@torontohydro.com>; Flora Chang <Flora.chang@ladwp.com>; Gabby Mendoza <Gabriela.Mendoza@aps.com>; Gary Jensen <gary.jensen@gas-south.com>; Gayle Shimizu <gayle.shimizu@seattle.gov>; Gina Calabro <gina.calabro@oncor.com>; Glenn Amy <glenn.amy@seattle.gov>; Greg Lyon <glyon@winnipeg.ca>; Hal Hagen <harold.e.hagen@bge.com>; Harold Conepcion <HAROLDC@miamidade.gov>; Heather Hallett <hhallett@sfwater.org>; Heather Warren <heather.warren@cfunet.net>; Hedi Ago <hago@ouc.com>; Hillary Bargagliotti <hillary.bargagliotti@oracle.com>; Hung Nguyen <hung.nguyen@oracle.com>; Jean Chamberlain <jchamberlain@oppd.com>; Jeanne Atkinson <jratkinson@allete.com>; Jeff Mayne <jmayne@Mnpower.com>; Jeffrey Lo <j2l1@pge.com>; Jennifer Turner <jennifer.turner@ergon.com.au>; Jeremy Marquette <jeremy.marquette@longbeach.gov>; Jerrica Simms <jsims@city.jackson.ms.us>; Garcia, Jesus J. - Director, Business Analysis <GarcJJ@jea.com>; Jim Weeg <jim.weeg@cfunet.net>; Johanna Raycraft <jraycraft@enersource.com>; John J Andreasik <John.J.Andreasik@bge.com>; John Little <littlejc@guc.com>; John Sims <John.Sims@enstarnaturalgas.com>; Josephine A. Sassano <jsassano@sjindustries.com>; Josephine

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Cc: Karambir Yadav <kyadav@lwcky.com>
Subject: RE: CCB Budget Billing Inquiry

Please take care when opening links, attachments or responding to this email as it originated outside of Grant.

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1. Services you offer that are eligible for Budget Billing?
    a. Gas (our rate classes are based on meter sizes) We have 4 rate classes. G1-G4. G4 (large meters) are not eligible for Budget Billing
2. Percentage of customers currently on Budget Billing?
    a. 20%
3. Do you require the customer to agree to some type of Terms and Conditions in order to enroll?
    a. Yes. Our enrollment form explains the calculation and terms of the plan.
4. What type and when are communications sent to the customer (letters etc)?
    a. If a customer is Delinquent, we sent a Budget Billing Termination letter. Which is notice of intent to term the Budget program for non payment.
5. Do you require customers who participate in Budget Billing to also be on Auto Pay and/or Ebill?
    a. Yes, we encourage this.
6. Any lessons learned along the way?
    a. We have one settle up per year.

Christina Veltkamp
Manager, Customer Services
ENSTAR Natural Gas Company
(907) 334-7616

811- CALL BEFORE YOU DIG
Its Free!

From: Evans, Nikki [mailto:Nikki.Evans@raleighnc.gov]
Sent: Thursday, February 8, 2018 11:11 AM
To: Decker, Susan <Susan.Decker@raleighnc.gov>; Obe Everett <oeverett@lwcky.com>; Crystal James <Cjames@gcpud.org>; Christina Veltkamp <Christina.Veltkamp@enstarnaturalgas.com>; 'Strickland, Matt J.' <strimj@jea.com>; 'Leslie Miller' <leslie.miller@lvvwd.com>; Ajit Apte <Ajit.Apte@constellation.com>; Alan Marshall <amarshall@sfwater.org>; Allen Austin <aaustin@ouc.com>; Amanda Bayley <amanda.bayley@blpc.com>; Ambuj Srivastav <asrivastav@torontoHydro.com>; Amy Schintz <aschintz@mnpower.com>; Hodges, Angela

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Cc: Karambir Yadav <kyadav@lwcky.com>

Subject: CCB Budget Billing Inquiry

EXTERNAL EMAIL
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Hello All,

We are currently upgrading to CCB v2.6 with technical upgrade Go-Live on June 29th; afterwards we will begin our functional upgrade so we are currently evaluating the functional enhancements we would like to implement. We don't currently offer Budget Billing to our customers but are considering this as an option and would like some feedback for those of you that have implemented this at your utility. The services we currently offer are Water, Sewer, Solid Waste, Recycle and Stormwater and we have around 190K customers.

1. Services you offer that are eligible for Budget Billing?
2. Percentage of customers currently on Budget Billing?
3. Do you require the customer to agree to some type of Terms and Conditions in order to enroll?
4. What type and when are communications sent to the customer (letters etc)?
5. Do you require customers who participate in Budget Billing to also be on Auto Pay and/or Ebill?
6. Any lessons learned along the way?

Thanks in advance!

Nikki Evans
City of Raleigh
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